MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2016/2017

BHR2034 – HUMAN RESOURCE MANAGEMENT

(All sections/groups)

1st June 2017
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** pages excluding cover page.
2. Answer ALL the questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

Each question carries 25 mark. Total 100 marks.

QUESTION 1

a. Define the following concept:

- Strategic Human Resource Management
- Employee Engagement
- Talent Management

(15 marks)

b. Identify **FOUR (4)** techniques managers can improve employee engagement.

(10 marks)

(Total 25 marks)

QUESTION 2

a. You are the manager of a large used car retailer, and sales are sluggish. What incentive plan would be best for motivating your sales team? Discuss steps you should take to ensure that your incentive plan is effective?

(15 marks)

b. What are the advantages and disadvantages of using interviews to collect job analysis data?

(10 marks)

(Total 25 marks)

QUESTION 3

a. Identify **FOUR (4)** advantages of using internal sources of job candidates.

(10 marks)

b. What are the four steps involved in a training process? Give **FIVE (5)** suggestion to make the training material more meaningful.

(15 marks)

(Total 25 marks)

Continued....

QUESTION 4

a. As an HR manager, you will most likely to interview job candidates. What actions can you take to ensure that an interview is effective? What types of errors can undermine the effectiveness of interviews?

(15 marks)

b. Identify **FOUR (4)** importance of employee selection in an organization.

(10 marks)

(Total 25 marks)

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